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To: Home Health Agencies

HHA 24

From: Jan Eakins, Chief
Provider Regulation and Quality Improvement Section

Via: Susan Schroeder, Director
Bureau of Quality Assurance

<p>Home Health Update Related to Wisconsin Administrative Code, HFS 133.09 (3) (a), Notice of Discharge</p>

The purpose of this memorandum is to provide clarification related to the requirements of Wisconsin Administrative Code, Section HFS 133.09 (3) (a) 5 for the patient written notice of discharge.

On May 1, 2001, revisions to Wisconsin Administrative Code, Chapter HFS 133, became effective. One of the revisions requires a home health agency to provide a patient or the patient's legal representative with a written notice of discharge that includes the following information:

- A notice of the patient's right to file a complaint with the department,
- The department's toll-free home health hotline telephone number, and
- The address and telephone number of the department's Bureau of Quality Assurance (BQA).

The written notice of discharge must include the patient's right to file a complaint, the toll-free home health hotline telephone number and the address of the BQA. It was not our intent to require agencies to provide patients with the general BQA telephone number in addition to the department's toll-free home health hotline telephone number.

The note following Wisconsin Administrative Code, Section HFS 133.09 (3) (a) 5 provides the following information: "A complaint may be filed by writing the Health Services Section, Bureau of Quality Assurance, Division of Supportive Living, P.O. Box 2969, Madison, WI 53701-2969 or by calling the Wisconsin Home Health Hotline toll free at 1-800-642-6552."

Effective immediately, home health agencies are not required to include the BQA general telephone number in the patient's written notice of discharge. Failure to include this information will not be considered a deficient practice.

Future revisions of Chapter HFS 133 will reflect the information in this memorandum.

Questions regarding information in this memorandum can be directed to:

- Barbara Woodford, Nurse Consultant, Provider Regulation & Quality Improvement Section at woodfba@dhfs.state.wi.us or 715-855-7310, or
- Juan Flores, Health Care Regulatory Supervisor, at florejj@dhfs.state.wi.us or 608-261-7824.